

FIG.1

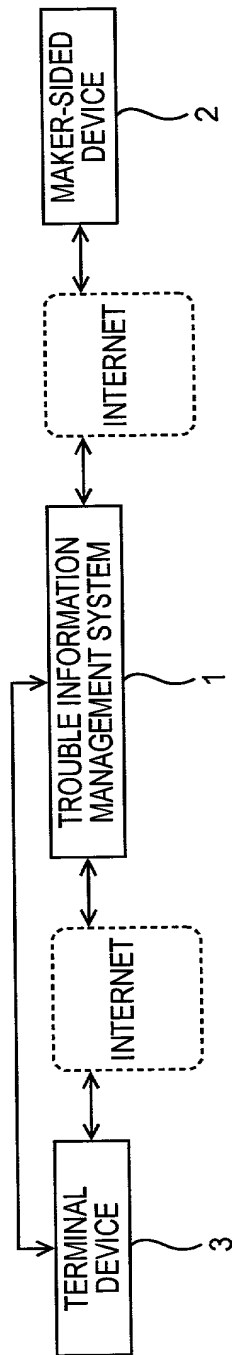


FIG.2

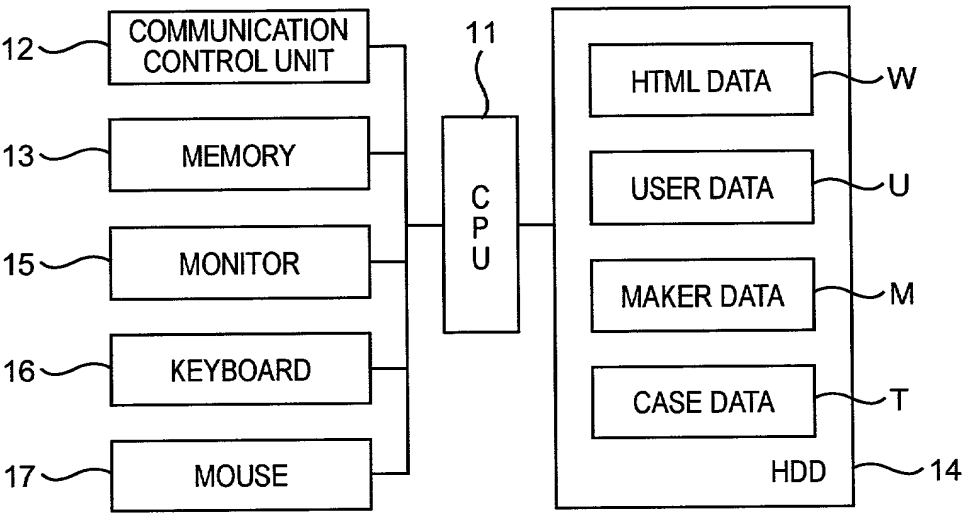


FIG.3

U1	USER ID
U2	PASSWORD
U3	e-mail
U4	INDIVIDUAL INFORMATION
U5	AMOUNT OF CHARGED-MONEY

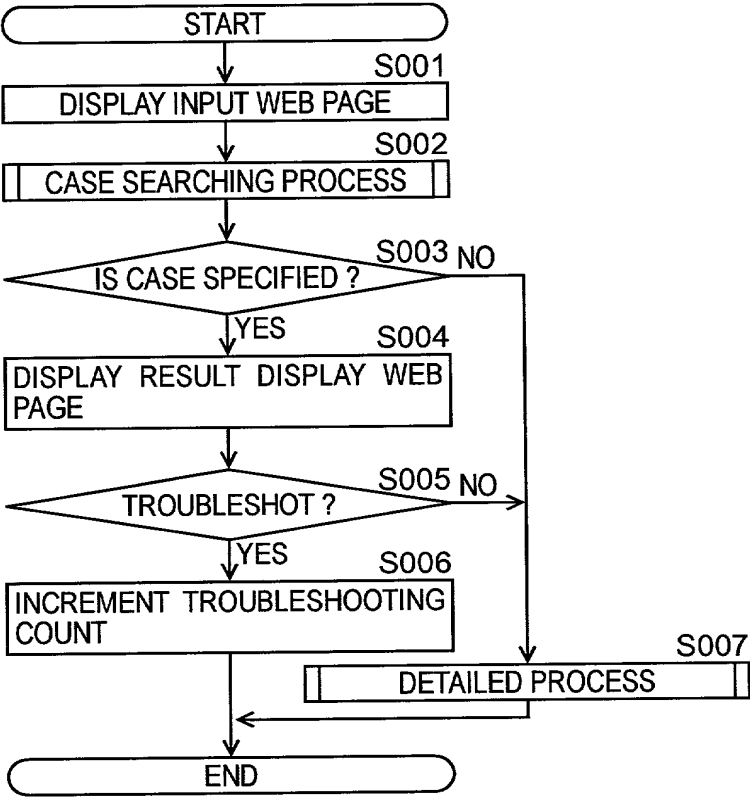
# FIG.4

M	M1	MAKER ID
	M2	e-mail
	M3	PROVIDED- COMPONENT

# FIG.5

T	T1	CASE NUMBER
	T2	USER ID
	T3	WARE-CATEGORY
	T4	TROUBLE COMPONENT
	T5	NAME OF TROUBLE CASE
	T6	TROUBLE CONTENT
	T7	USING OS
	T8	USING PC
	T9	CAUSE
	T10	TROUBLESHOOTING PROCEDURE
	T11	HIT COUNT
	T12	TROUBLESHOOTING COUNT
	T13	RELATED COMPONENT

FIG.6



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FIG.7

WARE-CATEGORY    ☐ HADWARE    ☒ SOFTWARE

TROUBLE COMPONENT        :    WORD PROCESSOR-C

NAME OF TROUBLE CASE     :    ...

TROUBLE CONTENT         :    .....

USING OS                    :    OS-B

USING PC                    :    PC-A

USING COMPONENT 1        :    WORD PROCESSOR-C

USING COMPONENT 2        :    SPREADSHEET-D

USING COMPONENT 3        :   

USING COMPONENT 4        :   

      .

      .

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FIG.8

WARE-CATEGORY    ☐ HADWARE    ☒ SOFTWARE

TROUBLE COMPONENT        :    WORD PROCESSOR-C

NAME OF TROUBLE CASE       :    ...

TROUBLE CONTENT            :    .....

USING OS                    :    OS-B

USING PC                    :    PC-A

USING COMPONENT 1        :    WORD PROCESSOR-C

USING COMPONENT 2        :    SPREADSHEET-D

USING COMPONENT 3        :   

USING COMPONENT 4        :   

                              .

                              .

CAUSE                        :    .....

TROUBLESHOOTING PROCEDURE :    .....

☐ TROUBLESHOT    ☐ NON-TROUBLESHOT

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FIG.9

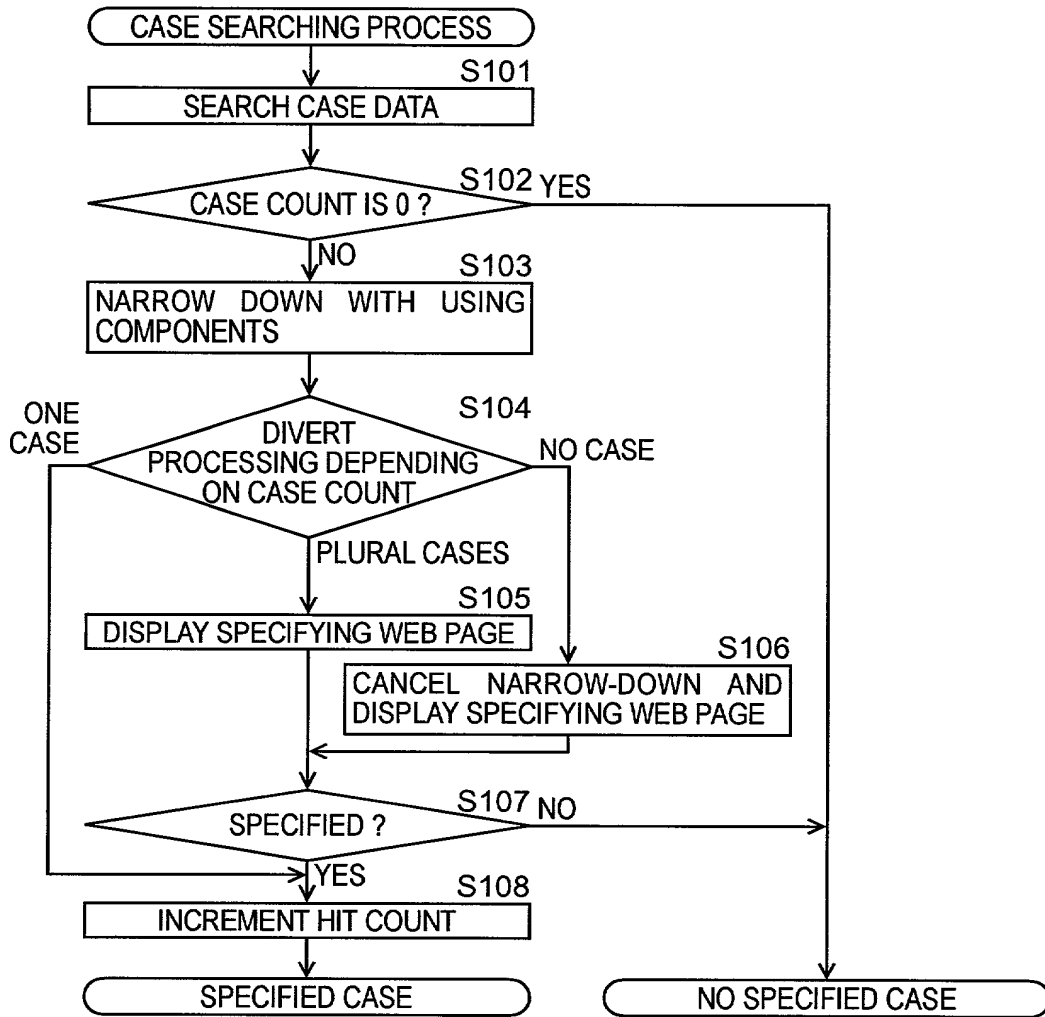


FIG.10

CASE NUMBER	RELATED COMPONENT	TROUBLE COMPONENT	USING OS	USING PC	NAME OF TROUBLE CASE	TROUBLE CONTENT
1000	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	UTILITY-E	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	MAIL SOFTWARE-F	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1001	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1001	TOOL-H	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1002	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	CAD-G	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1003	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	...	...



FIG.11

CASE NUMBER	RELATED COMPONENT	TROUBLE COMPONENT	USING OS	USING PC	NAME OF TROUBLE CASE	TROUBLE CONTENT
1000	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	UTILITY-E	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	MAIL SOFTWARE-F	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1001	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1001	TOOL-H	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1002	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	CAD-G	WORD PROCESSOR-C	OS-B	PC-A	×××	×××

FIG.12

CASE NUMBER	RELATED COMPONENT	TROUBLE COMPONENT	USING OS	USING PC	NAME OF TROUBLE CASE	TROUBLE CONTENT
1000	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	UTILITY-E	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	MAIL SOFTWARE-F	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1002	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	CAD-G	WORD PROCESSOR-C	OS-B	PC-A	×××	×××

FIG.13

TROUBLE COMPONENT	:	WORD PROCESSOR-C
NAME OF TROUBLE CASE	:	...

1	USING COMPONENT 1	:	WORD PROCESSOR-C
	USING COMPONENT 2	:	SPREADSHEET-D
	USING COMPONENT 3	:	UTILITY-E
	USING COMPONENT 4	:	MAIL SOFTRWRE-F
2	USING COMPONENT 1	:	WORD PROCESSOR-C
	USING COMPONENT 2	:	SPREADSHEET-D
	USING COMPONENT 3	:	CAD-G

CANCEL

FIG.14

